



Application Serial No. 09/382,141

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ferguson et al.
Title: SYSTEM AND METHOD OF
DETERMINING A
KNOWLEDGE
MANAGEMENT SOLUTION
Application No.: 09/382,141
Filing Date: 08/24/1999
Examiner: Colon, Catherine M.
Art Unit: 3623
Atty. Dkt. No. 26167-616

11/2/03

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REPLY AND AMENDMENT

This communication is responsive to the final Office Action dated September 9, 2003, concerning the above-referenced application.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 15 of this paper.

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